



Service Department/Technician Intern

The Reynolds Farm Equipment Service Technician Intern works to learn new skills in setting up, reconditioning, and repairing small tractors, outdoor power equipment, lawn equipment, or Ag equipment for the customers and the dealership. This internship helps develop knowledge, skills, and training on how to be efficient and timely on repairs and diagnoses; along with set up of small engine equipment. The Service Technician Intern provides clear communication on status of equipment repairs, reconditioning, set-up, and/or inspections while being descriptive with work orders. The Service Technician Intern must practice confidentiality both in and out of dealership and maintain positive attitude while working to improve teamwork between all dealership personal. Most importantly, perform all duties with honesty, integrity, and adherence to Corporate Values.

Reynolds' Values:

- **Embrace progress towards a great Reynolds Experience:** Challenge yourself every day to create a great Reynolds Experience for customers, our fellow team members, and our community. Grow relationships and trust that are unrivaled in the industry.
- **Choose to have a positive approach to making ourselves better every day:** Get excited and have a desire to expand your knowledge and provide greater value to customers, our company, and our teammates.
- **Make Decisions Like an owner:** Do what's right to build an award-winning, profitable company. You are never wrong to do the right thing!

Responsibilities:

- Works with Technicians to perform basic set-ups, repairs, and reconditions on lawn and garden equipment, small tractors and outdoor power equipment in a timely and accurate manner in alignment with DOL Youth Labor Laws
- Develops knowledge of John Deere and competitive products
- Maintains shop workstation, inventory, tools and equipment
- Maintains a clean work area and performs work in a neat and orderly fashion
- Follows all safety rules and regulations in performing work assignments in alignment with Reynolds, Federal/State DOL, and OSHA safety protocols and procedures
- Completes all reports and forms required in conjunction with work assignments
- Train to be accountable for billable time and assigned work orders; responsible for complete and thorough documentation of diagnostics, quotes/inspections, and repairs performed on work orders
- Promote and maintain positive attitude by positively affecting customers and employees

Experience, Education, Skills, and Knowledge Requirements:

- Interest or experience performing service repairs
- Proficient knowledge of data entry/keyboarding skills
- Continuous growth in product knowledge of lawn and garden and outdoor power equipment and small engine equipment
- Ability to use standard desktop load applications such as Microsoft Office, email, and internet functions
- Unwavering commitment to confidentiality
- Experience or gain experience working in a fast-paced environment and working cooperatively in a team to learn how to perform basic repairs and required maintenance using special tools and equipment following Technical Manual procedures



- Some basic knowledge of mechanical, electrical and hydraulic systems used in the repair of lawn and garden equipment preferred but not required
- Ability to learn how to use computer software based diagnostic repair systems/applications
- Proficient oral and written communication skills; clear and concise communication
- Ability to lift at least 75 lbs. repeatedly
- Basic Knowledge of chemical and fluid substance use safety and energy control safety; this training will be provided by Reynolds upon start
- Earned a High School Diploma or equivalent.
- Valid driver's license and reliable transportation is required

About Reynolds Farm Equipment

Reynolds Farm Equipment is a regional John Deere dealer with retail locations throughout the Midwest. Founded by farming husband and wife A.W. "Mac" and Arline Reynolds in 1955, the family owned, and operated company has emerged as a leading, award-winning dealership serving agricultural, residential, commercial, construction customers in Indiana. Learn more online at www.ReynoldsFarmEquipment.com.

About the Reynolds team

With an energetic company culture, Reynolds Farm Equipment has emerged as an employer of choice for today's top talent. Here are just a few of the perks that make us unique:

- 90-day performance reviews to fuel performance and continuous learning;
- Uniforms provided by Reynolds;
- Equipment discounts and corporate John Deere discounts;
- Comprehensive Web Based Training Courses through John Deere University